

## 2007 Homeowners Insurance Company Complaints

Company Name	# of Complaints	Complaint Ratio	Complaint Index	Market Share	Premium
UNITED SERVICES AUTOMOBILE ASSOCIATION	2	0.00005	0.10495	3.61%	\$38,582,016
USAA CASUALTY INSURANCE COMPANY	3	0.00013	0.26138	2.17%	\$23,238,850
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00019	0.38451	0.49%	\$5,265,597
UNIGARD INDEMNITY COMPANY	2	0.00019	0.38918	0.97%	\$10,404,952
SAFECO INSURANCE COMPANY OF AMERICA	20	0.00020	0.41503	9.14%	\$97,567,905
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	1	0.00021	0.41821	0.45%	\$4,841,273
FOREMOST SIGNATURE INSURANCE COMPANY	7	0.00021	0.41902	3.16%	\$33,823,835
MUTUAL OF ENUMCLAW INSURANCE COMPANY	10	0.00021	0.43198	4.39%	\$46,870,366
LIBERTY NORTHWEST INSURANCE CORPORATION	1	0.00026	0.52685	0.36%	\$3,843,016
STATE FARM FIRE & CASUALTY COMPANY	55	0.00026	0.53220	19.60%	\$209,239,211
UNITRIN AUTO AND HOME INSURANCE COMPANY	3	0.00030	0.61444	0.92%	\$9,885,592
UNIGARD INSURANCE COMPANY	3	0.00033	0.67501	0.84%	\$8,998,468
PEMCO MUTUAL INSURANCE COMPANY	26	0.00033	0.67602	7.29%	\$77,870,767
DEPOSITORS INSURANCE COMPANY	5	0.00037	0.75351	1.25%	\$13,435,055
ENCOMPASS INSURANCE COMPANY OF AMERICA	5	0.00038	0.76095	1.24%	\$13,303,738
NORTH PACIFIC INSURANCE COMPANY	3	0.00038	0.76183	0.74%	\$7,973,006
OREGON MUTUAL INSURANCE COMPANY	1	0.00039	0.78008	0.24%	\$2,595,476
SENTINEL INSURANCE COMPANY LTD	1	0.00040	0.80241	0.23%	\$2,523,266
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1	0.00040	0.80908	0.23%	\$2,502,453
COUNTRY MUTUAL INSURANCE COMPANY	8	0.00041	0.82826	1.83%	\$19,555,998
FOREMOST INSURANCE COMPANY	4	0.00042	0.85811	0.88%	\$9,437,922
FARMERS INSURANCE EXCHANGE	3	0.00044	0.88721	0.64%	\$6,846,258
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	12	0.00049	0.98501	2.31%	\$24,666,050
AMICA MUTUAL INSURANCE COMPANY	4	0.00056	1.14122	0.66%	\$7,096,543
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	4	0.00061	1.23616	0.61%	\$6,551,525
ALLSTATE INDEMNITY COMPANY	45	0.00063	1.28004	6.67%	\$71,178,150
AUSTIN MUTUAL INSURANCE COMPANY	2	0.00065	1.30916	0.28%	\$3,093,104

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HARTFORD INSURANCE COMPANY THE MIDWEST	9	0.00066	1.33093	1.28%	\$13,691,325
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	11	0.00071	1.43304	1.45%	\$15,541,458
AMERICAN COMMERCE INSURANCE COMPANY	7	0.00071	1.43780	0.92%	\$9,857,272
FARMERS INSURANCE COMPANY OF WASHINGTON	101	0.00073	1.47186	13.02%	\$138,935,028
AMERICAN INSURANCE COMPANY THE	1	0.00074	1.50766	0.12%	\$1,342,935
LIBERTY MUTUAL FIRE INSURANCE COMPANY	14	0.00077	1.56461	1.69%	\$18,116,703
STANDARD FIRE INSURANCE COMPANY THE	6	0.00086	1.74818	0.65%	\$6,949,009
AMCO INSURANCE COMPANY	5	0.00091	1.84455	0.51%	\$5,488,309
FIDELITY NATIONAL INSURANCE COMPANY	2	0.00098	1.98361	0.19%	\$2,041,418
ALLSTATE INSURANCE COMPANY	62	0.00102	2.07044	5.68%	\$60,629,811
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	4	0.00111	2.23930	0.33%	\$3,616,644
UMIALIK INSURANCE COMPANY	2	0.00111	2.24625	0.16%	\$1,802,723
AUTOMOBILE INSURANCE COMPANY OF HARTFORD CONNECTICUT THE	9	0.00126	2.54134	0.67%	\$7,170,316
NATIONWIDE INSURANCE COMPANY OF AMERICA	3	0.00135	2.72412	0.20%	\$2,229,732
EMPIRE FIRE & MARINE INSURANCE COMPANY	1	0.00138	2.78739	0.06%	\$726,374
FARMERS HOME MUTUAL INSURANCE COMPANY	1	0.00142	2.88266	0.06%	\$702,367
HARTFORD CASUALTY INSURANCE COMPANY	1	0.00159	3.21132	0.05%	\$630,485
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	5	0.00194	3.92817	0.24%	\$2,577,141
HOMESITE INSURANCE COMPANY OF THE MIDWEST	9	0.00202	4.09036	0.41%	\$4,454,913
HARTFORD FIRE INSURANCE COMPANY	1	0.00239	4.83888	0.03%	\$418,421
HARTFORD UNDERWRITERS INSURANCE COMPANY	3	0.00240	4.86587	0.11%	\$1,248,299
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00324	6.55115	0.08%	\$927,175
METROPOLITAN CASUALTY INSURANCE COMPANY	1	0.00435	8.81230	0.02%	\$229,757
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	3	0.00449	9.09618	0.06%	\$667,760
GUIDEONE MUTUAL INSURANCE COMPANY	3	0.00456	9.22699	0.06%	\$658,293

Sorted by  
Complaint Index

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Posted: 6/26/2008

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AMERICAN SECURITY INSURANCE COMPANY	3	0.00475	9.62309	0.05%	\$631,197
BALBOA INSURANCE COMPANY	19	0.00521	10.55502	0.34%	\$3,644,623
AMERICAN MODERN HOME INSURANCE COMPANY	5	0.00619	12.53177	0.07%	\$807,822
FIDELITY & DEPOSIT COMPANY OF MARYLAND	1	0.01210	24.50424	0.00%	\$82,626